

Troubleshoot Incoming Call Problems for Webex Calling Users

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Introduction

This document describes the most common configuration issues faced with incoming calls for Webex Calling customers.

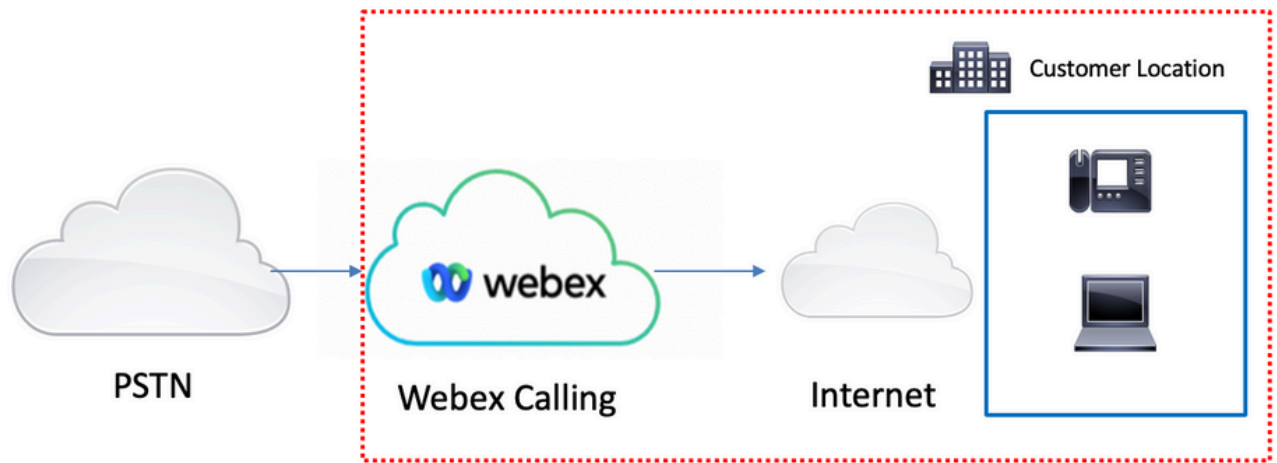
Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- [Control Hub](#) (CH) .Ensure you have Admin Access.
- [Cisco User Portal](#) (CUP)

Background Information



You have 3 different choices to enable the PSTN with Webex Calling services :

- [Cloud connected PSTN](#). This option looks for a cloud PSTN solution from one of the many Cisco CCP partners, or if the Cisco Calling Plan is not available in your location.
- [Cisco Calling PSTN](#). You choose this option if you would like a Cloud PSTN solution from Cisco.
- [Premises-based PSTN \(Local Gateway\)](#). You can choose this option if you want to keep your current PSTN provider, or you want to connect non-cloud sites with cloud sites.

As Webex Calling solution has different PSTN options, this document is not focused on PSTN interconnection troubleshoot issues. The suggestions are related to Webex Calling users configurations and those apply for any PSTN interconnection.

Common Configuration Issues

Validation of Hardphone or Softclient Registration

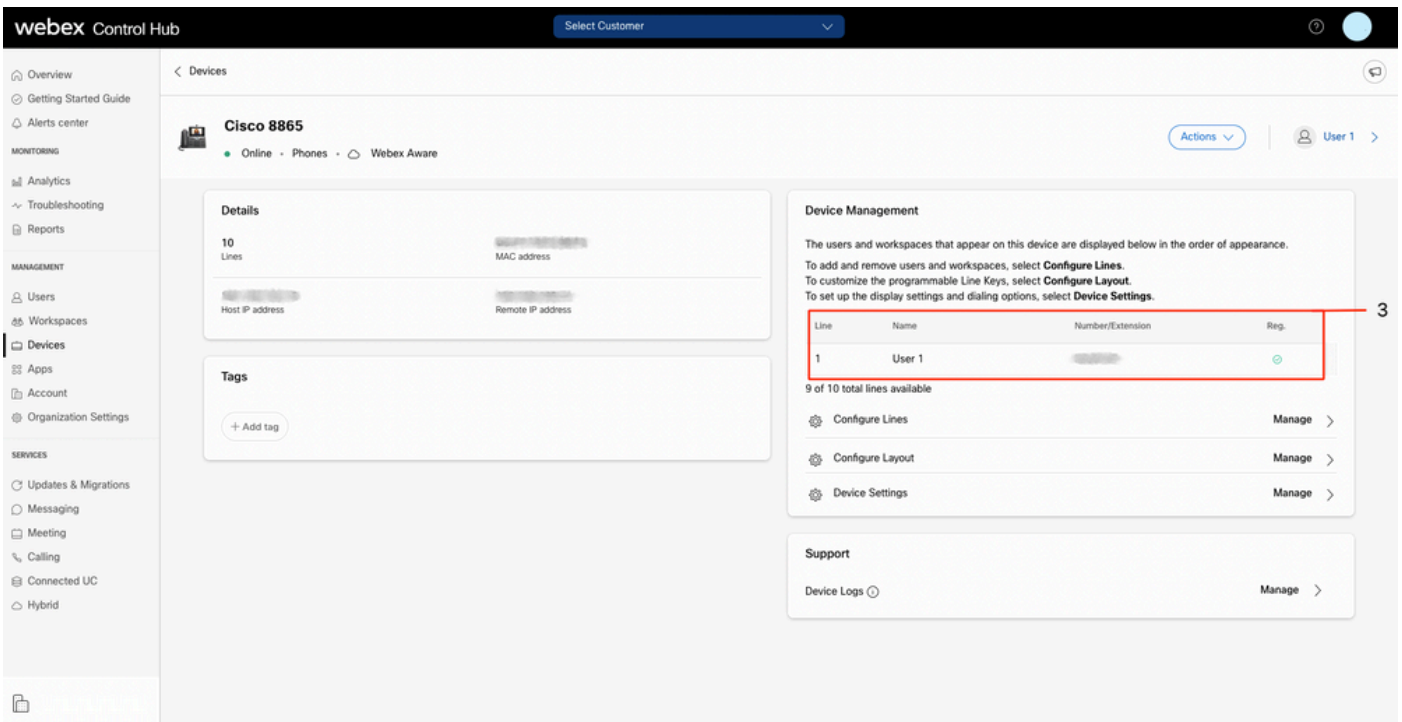
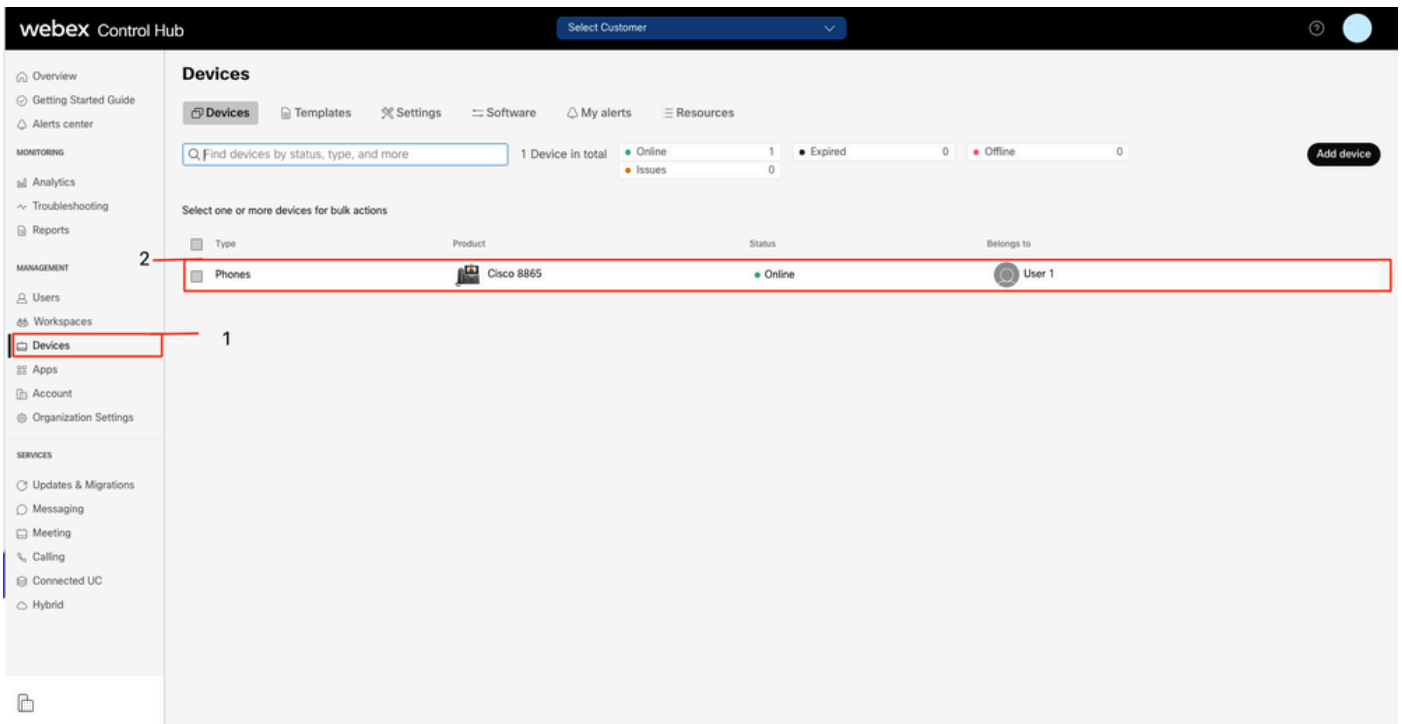
It is mandatory to have at least one hardphone or softclient registered.

Hardphone registration

Step 1. In **Control Hub**, select **Devices**

Step 2. Select **[Your-device]**

Step 3. In **Device Management** tab, ensure the status is **Reg.**



Webex Teams PC/Mobile

Mobile

You must log in and Select **Settings > Calling > Phones services**. The status must be Connected.

PC

You must log in and Select **Settings > Phones services**. The status must be Connected.



Phone Services

ACCOUNT INFORMATION

You are signed in to Webex Calling.

PHONE SERVICE

Connected



Main Number Assigned

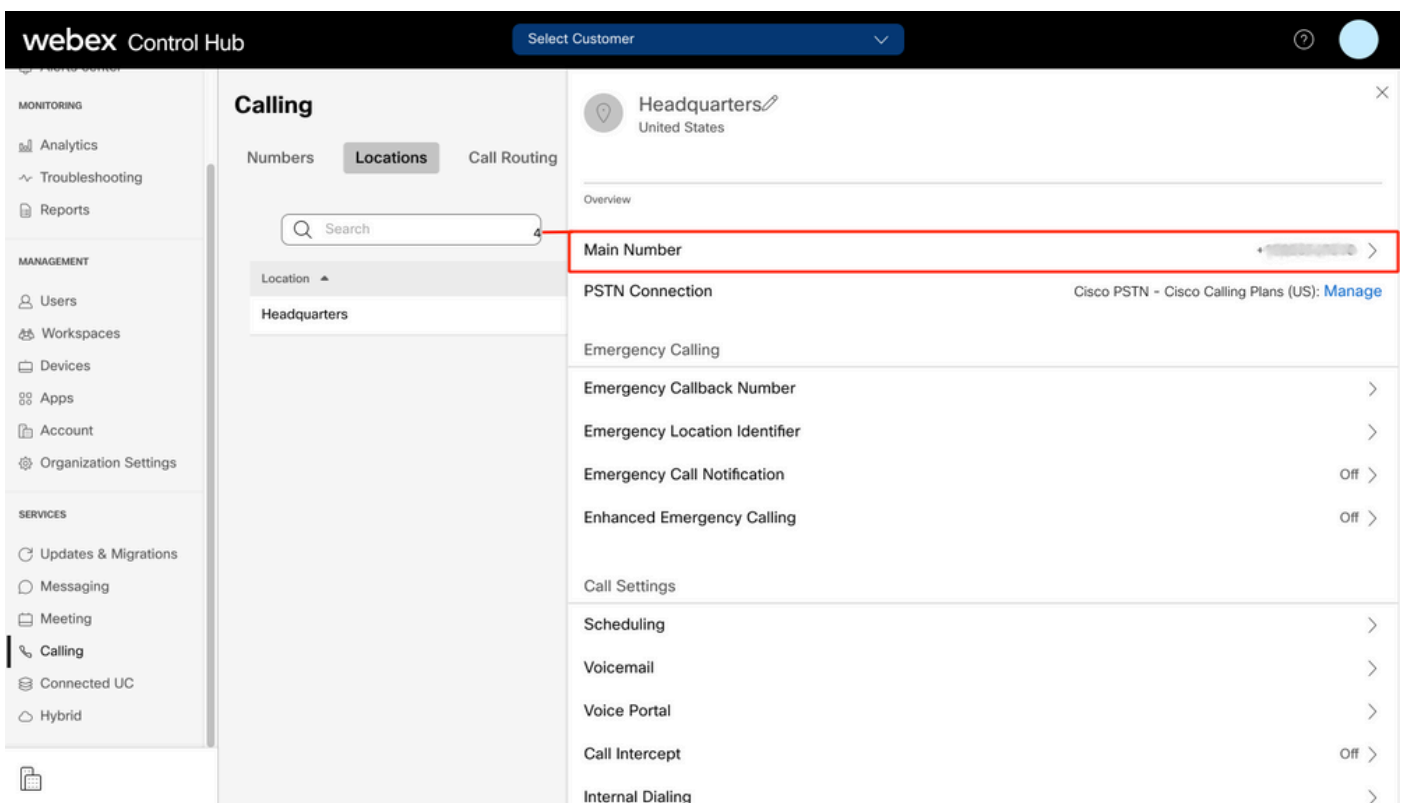
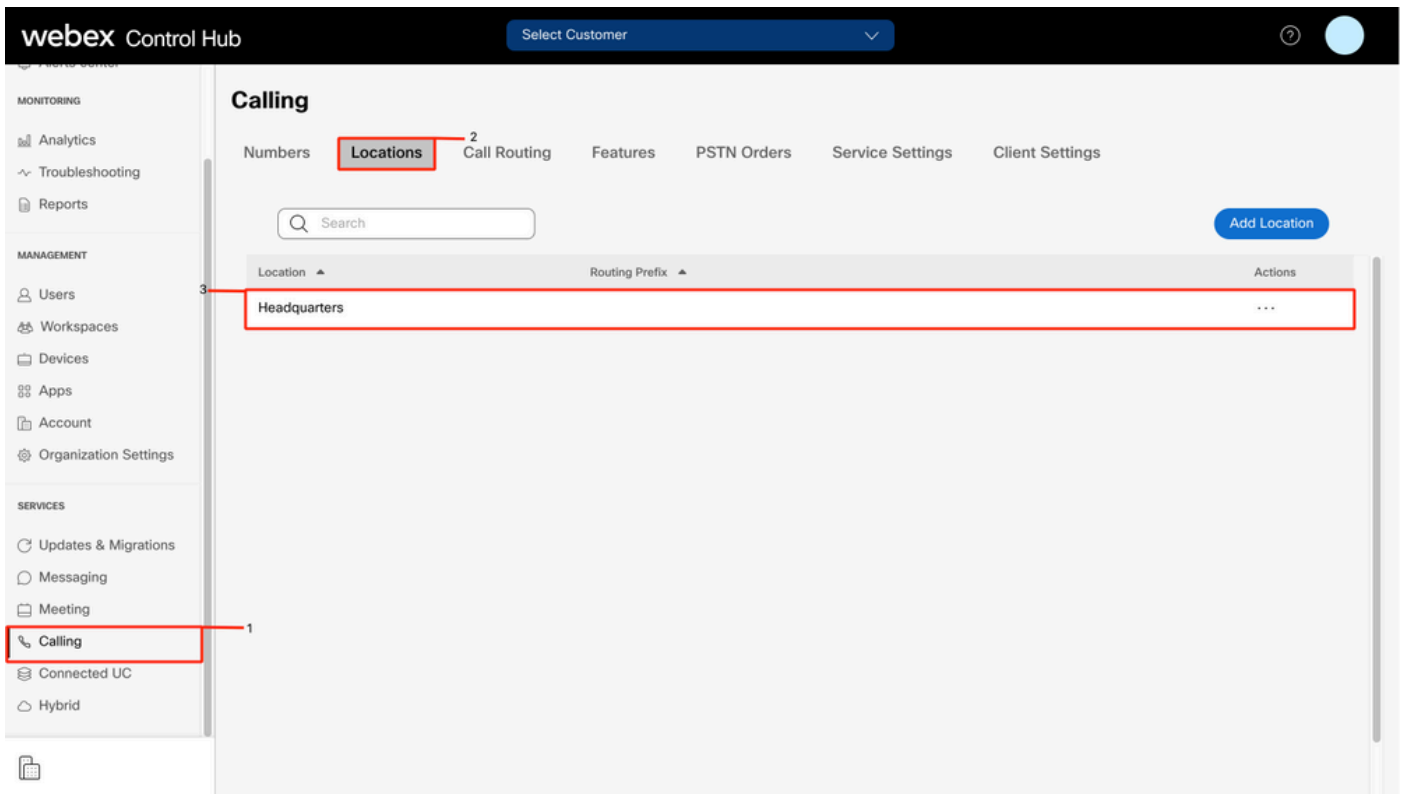
It is mandatory to have the main number assigned.

Step 1. In Control Hub, select **Calling**

Step 2. Select the **Locations** tab

Step 3. Select **[Location-name]**

Step 4. Ensure you have a Number assigned in **Main Number** section.



Note: If your Location does not have any **Main Number** assigned, the warning message, **You will not be able to make or receive calls until this number is added** is shown.

Number Activated and Assigned

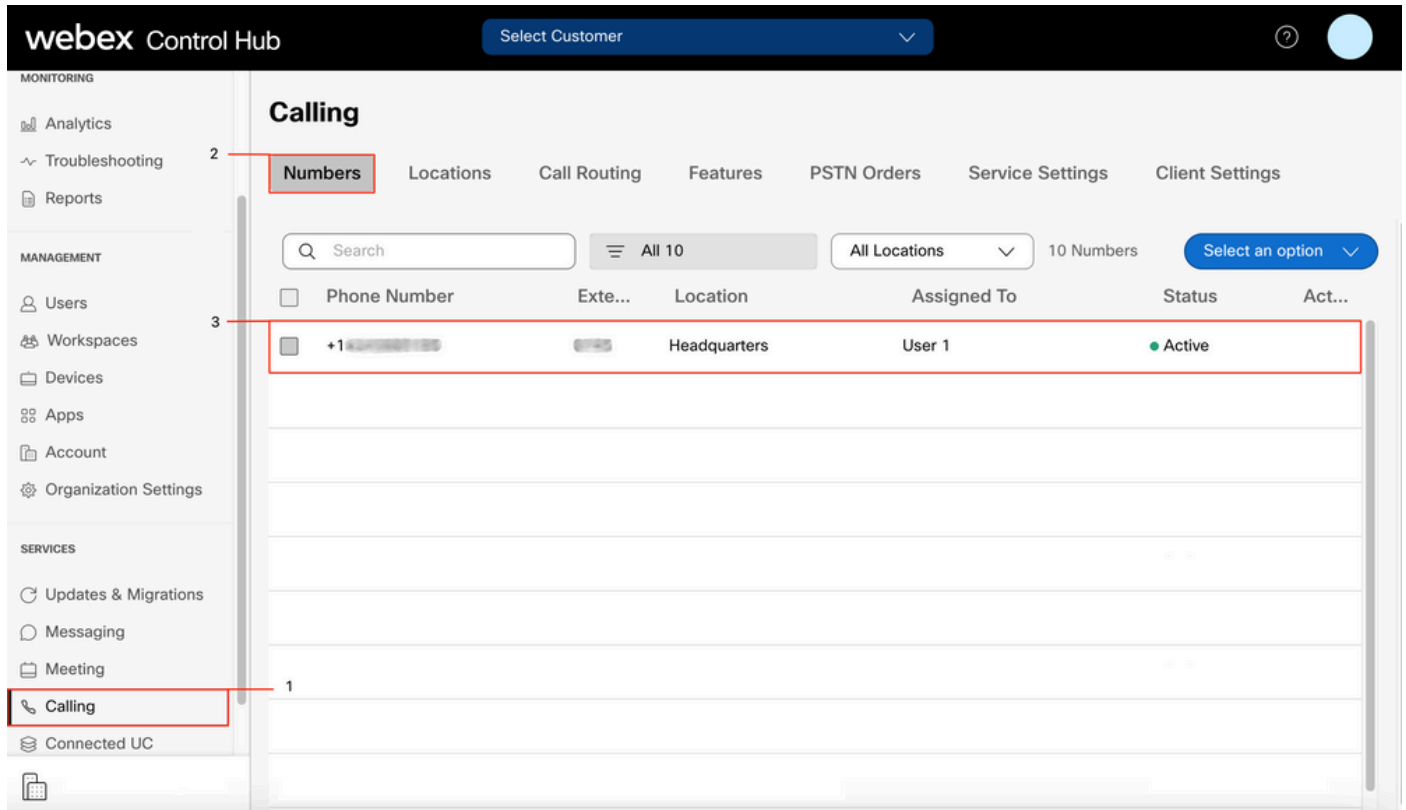
It is mandatory to have the number activated and assigned to a user.

Step 1. In Control Hub, select Calling

Step 2. Select the Numbers tab

Step 3. Select [Your-number]

Verify that the status is **Active** and this is **Assigned To** any user.



Note: If user is an extension only, the status is **Not Applicable**.

Call Forwarding Configuration

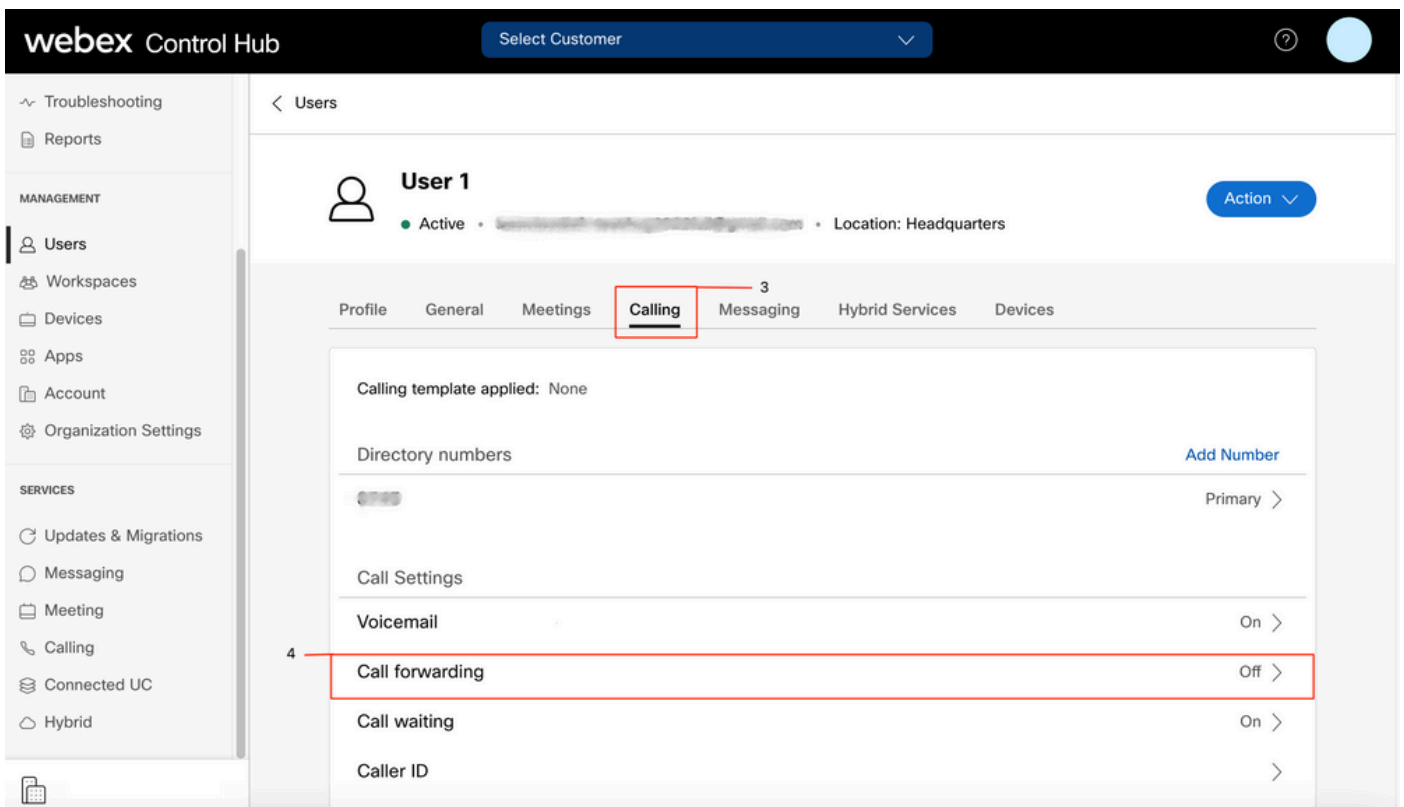
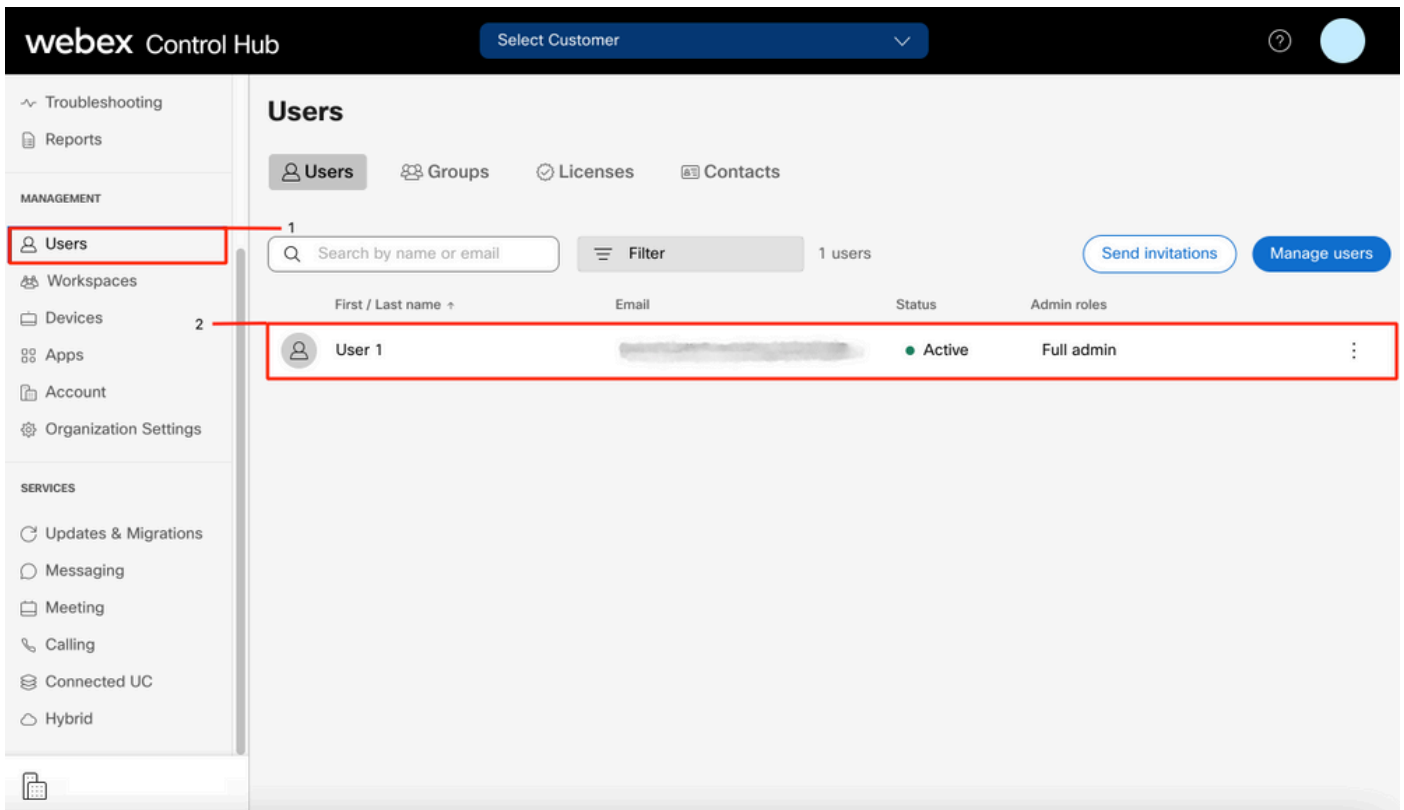
Verify you do not have call forwarding activated.

Step 1. In Control Hub, select Users

Step 2. Select [Your-user]

Step 3. Select Calling tab

Step 4. Verify Call forwarding is turned off



Voicemail Settings

Verify the voicemail settings related to your user.

Step 1. In Control Hub, select Users

Step 2. Select [Your-user]

Step 3. Select Calling tab

Step 4. Select Voicemail

Step 5. Verify the All calls to voicemail box is unchecked.

Step 6. Verify Number of rings before playing the "no answer" message configuration.

webex Control Hub

Select Customer

Users

Users Groups Licenses Contacts

1 Search by name or email Filter 1 users Send invitations Manage users

First / Last name	Email	Status	Admin roles
User 1	[Redacted]	Active	Full admin

webex Control Hub

Select Customer

Users

User 1 Active [Redacted] Location: Headquarters Action

Profile General Meetings Calling Messaging Hybrid Services Devices

3

Calling template applied: None

Directory numbers Add Number

[Redacted] Primary

Call Settings

4 Voicemail On

Call forwarding Off

Call waiting On

Caller ID

The screenshot shows the 'Calling' tab in the webex Control Hub. Under 'Voicemail Service', the 'Send calls to voicemail' section has a red box around the 'All calls' checkbox and a red line pointing to the number '5'. The 'When no answer' section has a red box around the 'Number of rings before playing the "no answer" message' dropdown, which is set to '3', and a red line pointing to the number '6'.

Note: The minimum value in the section **Number of rings before playing the "no answer" message** in Control hub is 2. In CUP, **Call settings > Incoming Calls > Call forwarding > When no answer > Number of rings before forwarding**, the minimum value is 0. Ensure you check this setting in both portals.

Incoming Dial Plans

Review the incoming plans configuration.

Step 1. In Control Hub, select **Users**

Step 2. Select **[Your-user]**

Step 3. Select **Calling** tab

Step 4. Select **Advanced Call Settings**

Step 5. Select **Outgoing and Incoming Permissions**

Step 6. Select **Incoming Calls**

Step 7. Validate the toggle is disabled

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Users

Users Groups Licenses Contacts

Search by name or email

Filter

1 users

Send invitations

Manage users

First / Last name	Email	Status	Admin roles
User 1	[Redacted]	Active	Full admin

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Hybrid

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling template applied: None

Directory numbers

Add Number

[Redacted]

Primary >

Call Settings

Voicemail

On >

Call forwarding

Off >

Call waiting

On >

Caller ID

>

Emergency callback number

>

Advanced Call Settings

>

User Details

Reports

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- Meeting
- Calling
- Connected UC
- Hybrid

User 1 ● Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling

Advanced Call Settings

- Applications >
- Barge in Off >
- Call intercept Off >
- Outgoing and Incoming Permissions >** 5
- Compression options >
- Executive / Executive assistant Off >
- Call Recording Off >
- Hoteling Off >

Reports

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< Users

User 1 ● Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling > Advanced

Outgoing and Incoming Permissions

- Outgoing Calls >
- Incoming Calls >** 6

Reports

MANAGEMENT

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- Organization Settings

SERVICES

- Updates & Migrations
- Messaging
- Meeting
- Calling
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- Hybrid

< Users

User 1 ● Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Incoming Calls

Turn on Incoming Calls so that this User no longer uses the default calling permissions of your organization. Then, choose the types of calls the User can receive (for example, collect calls). Default values are shown initially, turn off and back on the switch to apply default values again.

7

Call Intercept

Review call intercept configuration.

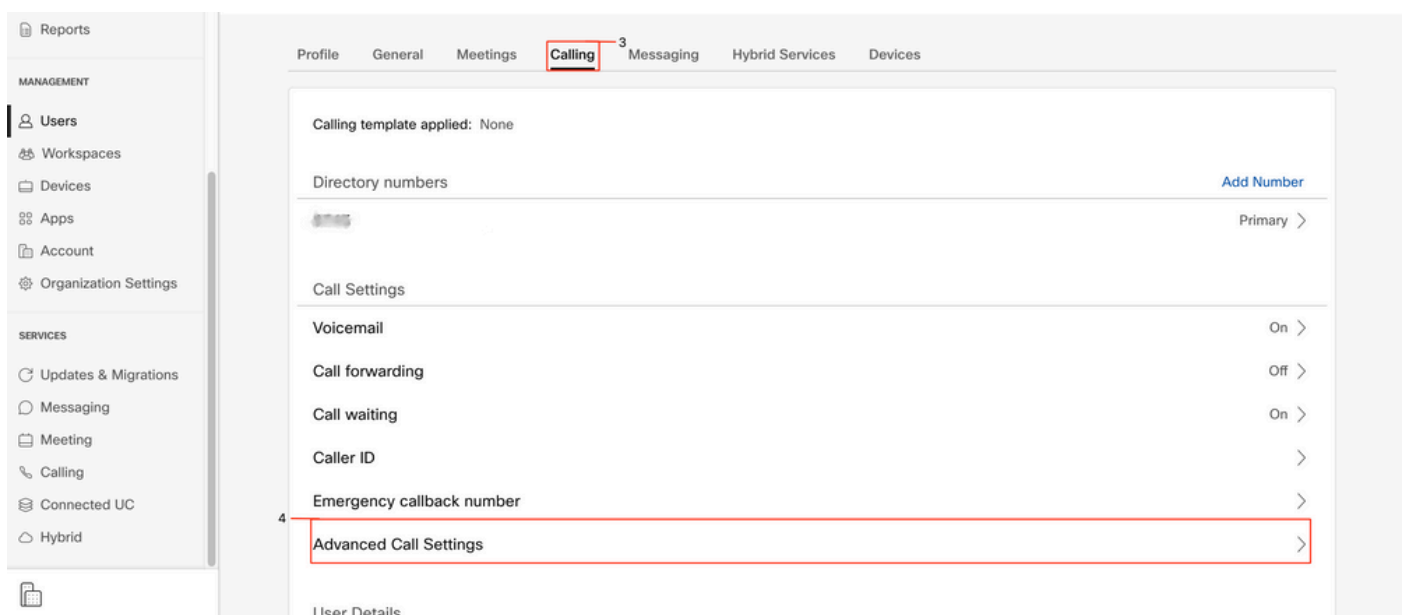
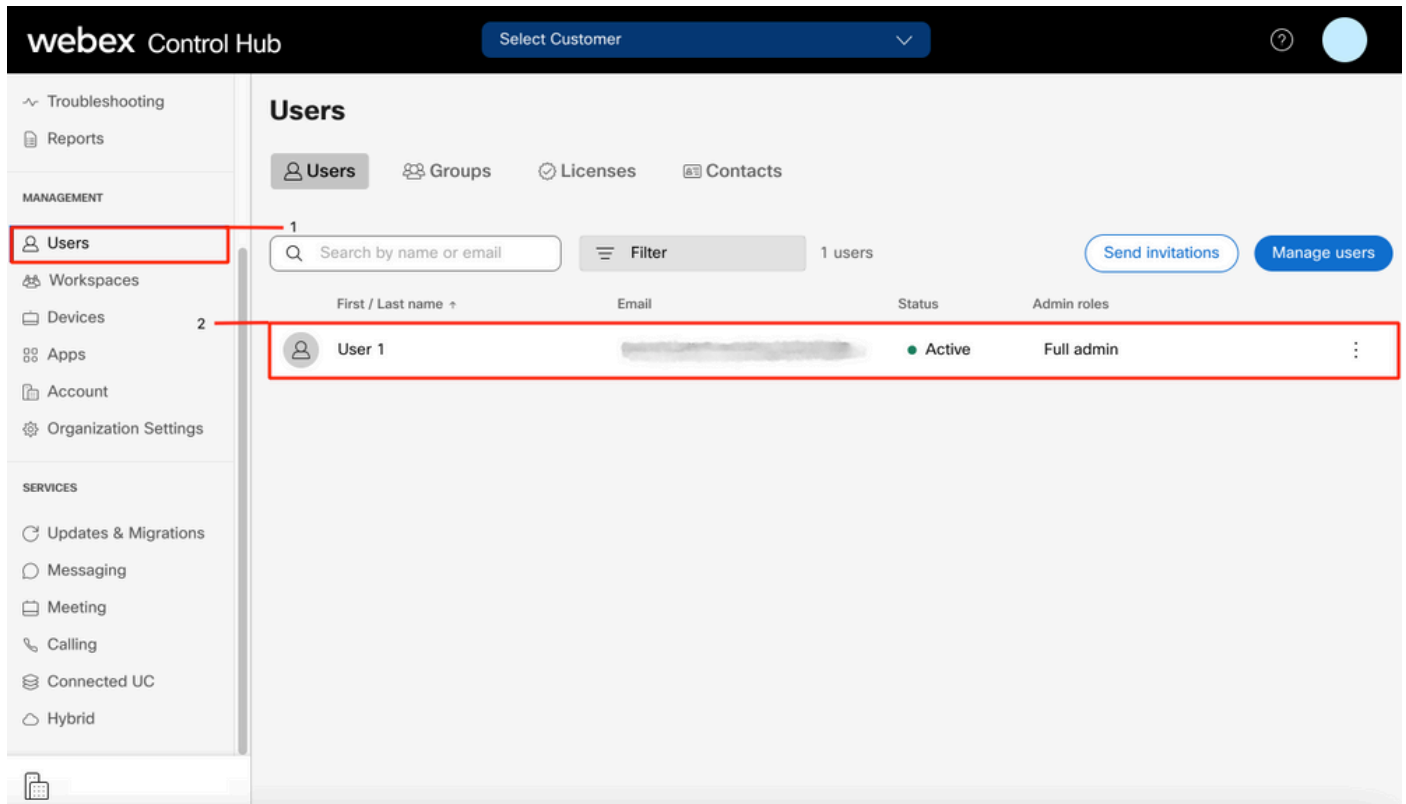
Step 1. In Control Hub, select Users

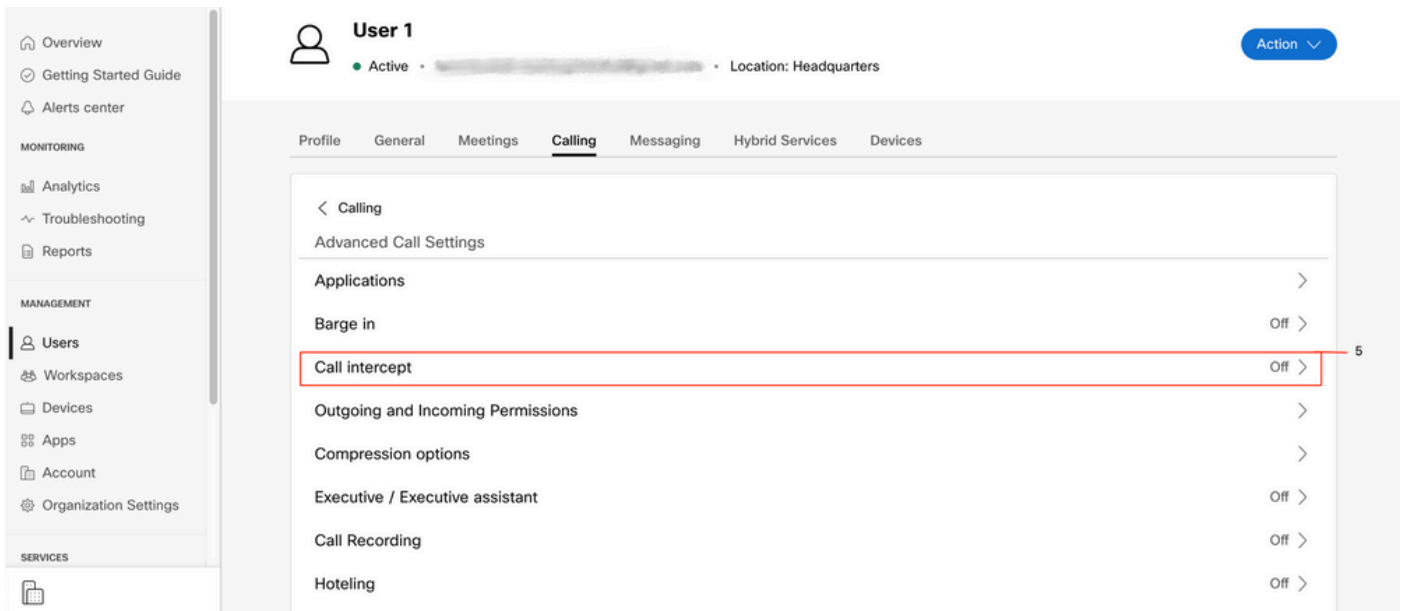
Step 2. Select [Your-user]

Step 3. Select Calling tab

Step 4. Select Advanced Call Settings

Step 5. Verify Call Intercept is off





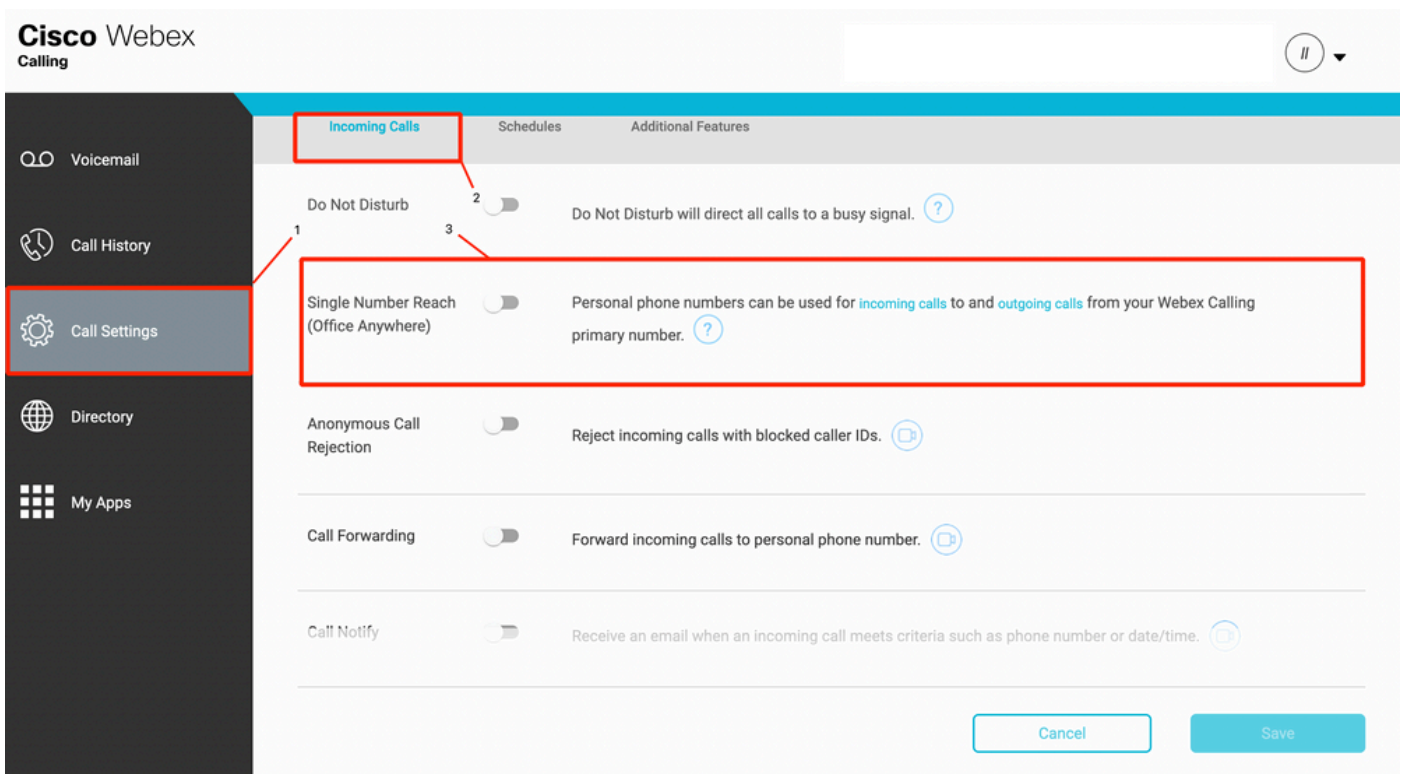
Single Number Reach (Office Anywhere) Configuration

Ensure single number reach (office anywhere) is disabled.

Step 1. In CUP, select Call settings

Step 2. Select Incoming Calls

Step 3. Verify the toggle **Single Number Reach (Office Anywhere)** is disabled.



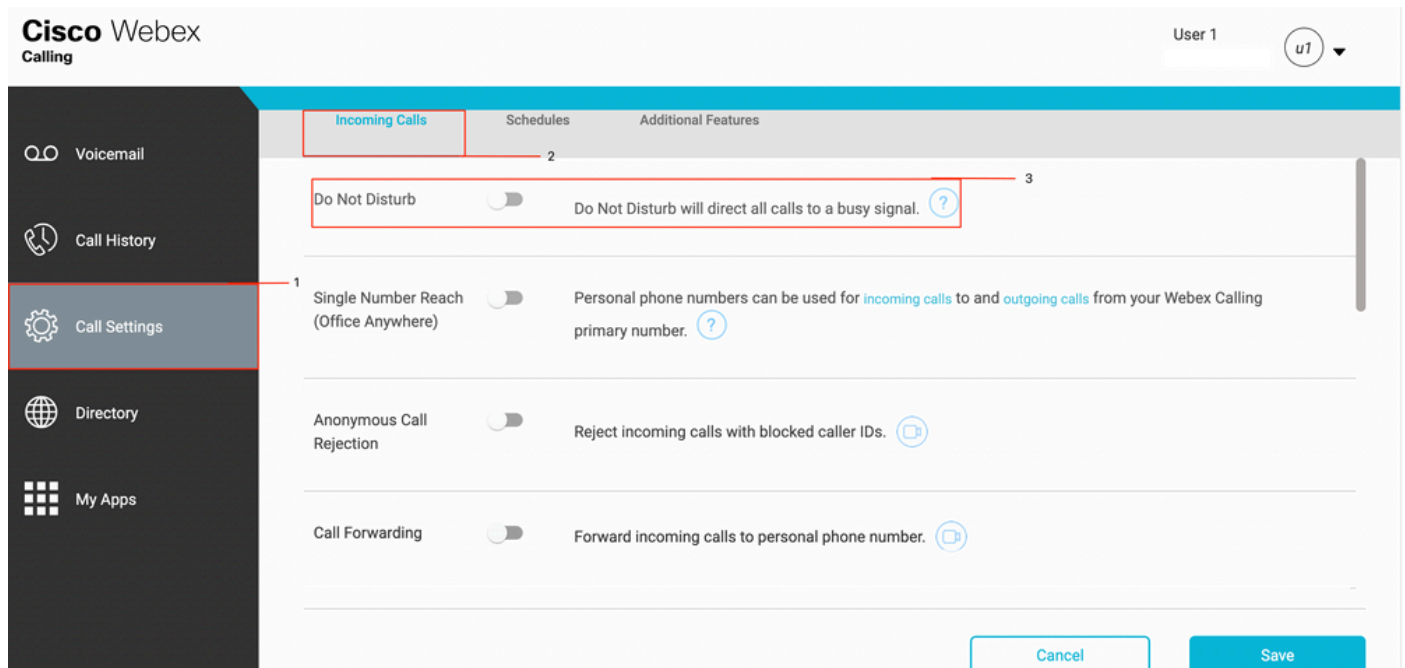
Do not Disturb Configuration (DND)

Ensure DND is disabled.

Step 1. In CUP, select Call settings

Step 2. Select Incoming Calls

Step 3. Verify the Do Not Disturb toggle is disabled.



What is next?

After you review these configurations, if you have any issues, open a case with TAC.

You must add this information:

- Your OrgID
- Specific number with the issue
- Specific symptom experienced: fast, busy, specific recording, and so on.
- Provide a call example: caller, callee, timestamp, with your current TimeZone.